

LevelB/ue

Resilience Retainer

More than a typical incident response retainer; a flexible, transparent, outcomes-driven preparedness and resilience programme.



Battle-tested expertise & frontline threat intelligence

9,000+ **1,000+**

incidents investigated

tabletop exercises
orchestrated

200K+ **1,000+**

hours of pen tests
delivered annually

threat hunts
conducted annually

8M+

endpoints under global
SOC oversight



The Forrester Wave™: Cybersecurity Incident Response Services, Q2 2024 recognised Aon as a Leader. This recognition was awarded based on the capabilities of Stroz Friedberg, which is part of LevelBlue as of 2025.

Flexibility and transparency for maximum value



Rapid, Prioritised Response

Guaranteed 24×7 response, with SLAs as rapid as 1 hour and no technology requirements (EDR, SIEM, etc.).



No Money Loss (and No “Gotchas”)

The Resilience Retainer draws on funds instead of hours so clients get maximum value, has no minimum usage requirements, and it includes a 100% rollover allowance.



Scale & Capacity

Retainers are backed by 300+ DFIR experts, supported by 1000+ threat experts worldwide



Discounts on 100s of Services

Apply funds toward any LevelBlue service at a discounted rate, including penetration testing, assessments, tabletops, and more.



Insurance Friendly & Litigation Minded

LevelBlue is approved by 50+ cyber insurance carriers and brokers, trusted by 100s of law firms worldwide



Exclusive MDR Benefits

Unlock additional retainer value proportional to MDR contract value

Resilience Retainer options

	Essentials	Advanced	Premium
Retainer Amount	\$25,000-\$75,000	\$75,000-\$150,000	\$150,000 or more
Discount Rate (DFIR and Professional Services)	10%	15%	20%
IR Initial Response SLA	4 hours	2 hours	1 hour
IR Onsite Dispatch SLA	72 hours	48 hours	24 hours
Cyber Resilience Expert	Yes	Yes	Yes
Rollover Allowance	100%	100%	100%
Incident Readiness Services	Discounted at 15%: 1. IRP Development 2. IRP Review 3. Incident Simulation	Discounted at 20%: 1. IRP Development 2. IRP Review 3. Incident Simulation 4. Incident Readiness Workshop	Discounted at 25%: 1. IRP Development 2. IRP Review 3. Incident Simulation 4. Incident Readiness Workshop 5. Quarterly Cyber Threat Briefings 6. Proactive Incident Threat Hunting

Measurable value beyond response

Resilience Retainer delivers speed, resilience, and cost efficiency.

Cyber Resilience Expert

Unlimited access to a Cyber Resilience Expert who will provide a guided onboarding experience, general cybersecurity guidance, and strategic planning to extract the most value from the Resilience Retainer

Increased Cyber Resilience, at a Discount

Most tiers include access to discounted services such as simulations and tabletops

Avoid Procurement Delays

Pre-negotiated terms allow response to start within hours

Simplify Cost Management

With pre-negotiated hourly rates and allocated budget

Guaranteed Resources

Clients get prioritised access to response experts, regardless how widespread an attack is

Faster Technical Response

During onboarding, IR team gets to know client environment to accelerate response

Better Satisfy Regulatory Needs

Regulatory mandates and cyber insurance requirements are more easily achievable

Proven. Recognised. Innovative.

Cyber Risk Management



EDiscovery



Background



Cloud Platforms



Offensive Security



DFIR



- EnCE
- GCIH
- GCFA
- GNFA
- GREM
- GCFE
- GASF
- GIME

Talk to An Expert

LevelBlue experts worldwide
are ready to respond 24x7
via levelblue.com/irr